



## **BIS INTERANTINAL TRAVEL TERMS AND CONDITIONS FOR PARENTS**

These Conditions apply to the person making the booking and all other persons on whose behalf the booking/ Visa application is made. Please read these Conditions carefully. They apply to all traveling process made through BIS International Travel Manager who is authorized and acting on behalf of BIS Students who have applied for International travel.

**The Contract** – BIS has a contract with a travel Agent being managed by the International Travel Manager. The agent is responsible for providing what has been agreed upon in a signed contract between the school and the agent.

**Traveling Agent** - arrange travel services and sell travel related products on behalf of suppliers such as airlines, tour and cruise operators, car hirers and accommodation providers. In doing so Agents gives no warranty nor makes any representation regarding the services to be supplied. All booking will be subject to the terms and conditions applied by the provider of the service or products. Parents please note that if the travel services or products are not supplied in accordance with BIS bookings, the remedy lies with the service provider and not the travel Agent. In this case Parents will have to be patient till all issues that arises are resolved.

**Prices** - Every effort is made to ensure that the prices quoted to you are correct; however BIS International Travel Manager Counsellors relies on information provided by the Agent who provide us information from the suppliers of the travel services and products. We will bring to your attention any change in price made after to you completing your booking and paying the balance of the price. Please note that travel service providers reserve the right to increase the price of travel arrangements due to increases in airfares, delayed payment from the parent. Hotel accommodation charges and currency fluctuations.

**Airfare Conditions** - Many airfares are subject to strict conditions regarding amendments, cancellations and refunds. In addition airlines impose taxes fees and charges. It is BIS responsibility to ensure the type of airfare purchased is suitable for traveling needs.

**Airline Taxes and Fuel Surcharges** - All airfares are subject to taxes and charges levied by both government and the airlines themselves; in addition global fuel costs are constantly increasing. Airlines pass on the increase in taxes and fuel surcharges without notice and whilst we will endeavor to advise you of these charges in advance that may not always prove possible.

Travel Agents reserves the right to pass on fuel and tax increases, levied by airlines, without notice.

**Airline E-tickets** - International and domestic airlines are replacing paper tickets with electronic tickets called e tickets. All passengers travelling on an e ticket will be required to produce photo identification at check in.

**Airline Schedules** - The airline on which the travelers are booked may change its departure time. It is the BIS International Travel Manager and the Travel Agent's responsibility to contact the airline to check there has been no change to the time of departure.

**Alterations made by BIS** - If BIS want to change any part of traveling booking, the travel Agent will do all they can to help. However, the suppliers are under no obligation to make any change, although with reasonable notice (usually more than four weeks), changes may be possible. If a supplier is able to make a change, Travel Agent will charge an administration fee per booking as set out in the attached schedule of fees.

**Cancellation Fees** - If a Parent cancels a booking, the Parent would incur a cancellation charge. The amount of this charge will vary depending on when the cancellation is made and the terms and conditions of the supplier of travel services or product. If you are entitled to a refund please note Travel Agent is unable to provide funds until they are received from the supplier. Travel Agents will charge a cancellation fee per booking as set out in the attached schedule of fees.

**Liability** – All students are covered by travel Insurance, however the school is not liable for delays or inconveniences caused directly or indirectly by any provider of travel services or products or by other third parties.

## **VISAS**

Please note that the school does not guarantee visas. Visas arriving late from the embassy where the student may not be able to embark on the trip, will not be at the cost of the school. Parents will have to bear the cost of ticket re booking.

## **OVERDUE PAYMENT**

Parents who do not meet payment deadlines will not be allowed to join the trip after the deadline.

**Travel Insurance** – BIS is responsible for making any special or increased insurance arrangements which we deem are necessary.

**Service Fees** - Travel Agents may at its discretion charge service fees on bookings.

**Passport and Visas** - It is your sole responsibility to ensure your ward have a valid passport at the time of travelling with at least six months validity. Visas after visa application are not guaranteed.

Parents have a shared duty of care to minimize any destination security and medical risks to themselves and must ensure that they take appropriate action to ensure appropriate action regarding inoculations and any other medical requirements.

## **COMPULSORY VISA & IMMIGRATION REQUIREMENT**

Visa requirements may vary from country to country and are not determined by the school. Parents will have to complete a registration form and accept to comply with the school's travel policies.

Some visa requirement may include: a travel document (passport), proof of financial capability, Travel ticket, birth certificates, parental concern, and any other as required by the embassy. The international travel office will inform parents of all requirements at the time of processing visas.

Students travelling will also have to comport and comply with the school's international travel rules. Students who do not comply and comport themselves will not be allowed to join international trips.

### **Contagious Diseases**

Students with contagious diseases will not be allowed to join such trips and it is the responsibility of the parent to inform the school.

### **Allergies**

Parents are to inform the school of any allergies their wards may have to certain foods.

### **Customs & Food**

Most countries do not allow the entry of foreign foods such as: fish, meat and others. It is therefore advised that students do not carry any foods that is prohibited for entry in other countries to avoid any inconvenience to the group.

It is mostly the local food in the country of destination which is served to students. Students will not be served Ghanaian local dishes during international trips.

### **Student Medication**

Parents will have to provide the international office with their wards medical report before they will be allowed to register for any trip. Please note that all medication for children will have to be labelled clearly and the teachers on the trip should be informed.

### **Refund**

Parents may get up to 80% or less as refund in cases where there was a delayed payment resulting in last minute application or delayed arrival from embassy.

**Complaints** - We hope you will have no reason to complain but if you are unhappy with any aspect of the services provided you must report it immediately to the Head of Admin and Business at BIS. We shall attempt to resolve the matter.

**Data Protection** - In order to process booking through the traveling Agent, we need to your ward's details to the relevant suppliers. We will take all reasonable precautions to ensure the security of that information.

**General** – Parents are prompted to pay on time to avoid penalties and Visa processes being denied to delay.

Please fill below proving that you have read and accepted the terms and conditions thereof.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_